Office of Information Technology

NIH - Office of Director - Executive Office *Customer Service Newsletter*

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A Word from the OIT Director & CIO-OD

One aspect of IT that we frequently do not like, or wish would go away, is **Security**. Before 9/11, the Federal Government had decided that enhancing Information and Computer Security would be a priority. Since 9/11, NIH has taken several actions to minimize the risk of the NIHnet falling into the mice of hackers and intruders. John Jarman recently sent you the revised OD Desktop Access Policy at *http://oit.od.nih.gov/ODDesktopAccessPolicy.pdf*. This revised policy will become effective on October 1, and thus all users of the OD Network will have to comply with the policy to access the OD Network. We will provide reminders to staff who have not made their OD password compliant with this policy. OIT staff is available to help you, just call or e-mail TASC. On the OIT Web Site, take a minute or two and view the password training presentation found at *http://oit.od.nih.gov/ISSO/user_security2.ppt* for additional information.

I want to welcome Mr. Antoine Jones to the OIT and OD. Mr. Jones is the new Information Systems Security Officer (ISSO) for the OD. He will lead the OIT Security Team and interact for the OD with the NIH IT Security staff at CIT. Antoine has over 12 years of IT security experience. He comes to the OD from the Department of the Navy. Join me in welcoming Antoine to the OIT Team. My thanks to Marcelo Coelho who has been the Acting ISSO along with his normal OIT duties.

Fall Quote: "Computer viruses can affect humans, too. When one trashed my hard disk, I felt sick for a week." - Mike Knowles

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OD News

In a continued effort for consolidated services as required by HHS, NIH and OD management have decided to migrate OD mailboxes from OD/EO/OIT to CIT's Central Exchange Service. CIT is currently providing centralized e-mail services to the majority of the NIH community as well as HHS/OS and HRSA. You will receive more detailed information on this e-mail migration in the coming weeks as OD and CIT finalize the migration plan and timetable.

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What's New in Technology?

At the August ITF meeting, much discussion revolved around the use of WordPerfect in OD, while OIT recommends that OD use Microsoft Word as the preferred / default word processing software; we realize that there are limited circumstances where WordPerfect may be preferable to use. OIT is currently asking the AO's for a count of users that need to have WordPerfect and will be purchasing new licensees and support for these users. Please note that HHS no longer requires only WordPerfect for submissions. The Office of the Secretary supports both Word and WordPerfect.

The Customer Relationship Management Team (CRM)

How will OD customers know when requested IT service is complete?

OIT realizes that you are busy at meetings and cannot always be at your desk when our technicians arrive. Sometimes when a technician leaves you a sticky note, it can fall and be lost forever – "Darn those stickies!" In July, through feedback from our customers, we began a new process that we hope will keep you better informed. Whenever OIT completes your service request, you will receive an email verifying that OIT has resolved your problem.

You may also check the status of *your* request *by visiting* the TASC Web Site: ***TASC Support***. Look for the **Need Help** section; then, **Click** on **Review Open Service Requests** that will verify your user information and list tickets that are open in your name*.*

Desktop Support Team

Top PC Problems *to* Avoid

Let's face it, we all make mistakes. However if we follow a few precautionary measures, some problems can be avoided. The **top mistakes** are:

1. *Improper Shutdown*
    Always ***Close/Exit*** programs properly. For Windows, use the ***Shut Down*** command rather than flipping the switch. Only use the ***Reset*** button when necessary.

2. *Rapid Power Off and On*
    If the PC needs to be turned off, wait at least ten seconds before switching it back on again.

3. *Incompatible Hardware or Software*
    Before making an expensive purchase, know what kind of computer system you have to be certain the *new purchase* is compatible.

4. *No Backups*
    Save all your work to your ***H: drive*** while creating it.

5. Incomplete *Install*
    In many cases, just deleting the contents of a folder will not remove the entire program. To remove software you no longer want on your hard drive, use Window's ***Add/Remove Programs*** utility or check to see if the program you want to delete has its own ***Uninstaller***.

6. *Random Deleting*
    If you don't know what that file is, or what it's there for, don't delete it. When in doubt, leave it alone.

7. *Free/Strange Software*
    Not all free software is bad, but some unknown programs may contain a virus. Know exactly what you are installing to your hard drive before hand.

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Network Operations Team

Update on OIT Maintenance Weekends

July - During July's maintenance weekend, the OIT Network Operations Team began upgrading OD servers to Windows 2000. This will help OIT manage and secure the OD network.

August - During August's maintenance weekend, OIT continued the important Windows 2000 upgrade.

September - To ensure network availability during the busy end of fiscal year, there will be no *scheduled* maintenance weekend for the month of September.

> *Network Quote: "The goal of Computer Science is to build something that will last at least until we've finished building it." - Anonymous*

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Security Awareness

Security Thought

We often hear from computer users: "**Why is computer security important to me? I don't work with sensitive or classified data."** And you're right. You might not work with sensitive or classified data, but this is why it's important. Suppose you and all of your expensive jewelry were locked upstairs in your bedroom, and one night you hear an intruder downstairs rummaging through your living room. How safe would you feel knowing that you were locked in your bedroom? Would it be easier for the intruder to get into your locked bedroom from inside your house, or outside? In this day and time of interconnected computers, we are all living in the same house and whether we are dealing with sensitive data or not, we need to protect the front and the back door.

Help Us Keep The Bad Guys Out!

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Committee News

OD IT Forum

To meet the IT needs of the OD user community, the ***OD IT Forum*** *(ITF)* was established.

Do you have any IT issues that you would like ITF to discuss? If so, please contact your organization's ITF representative. You can see a list of all the members at *http://www1.od.nih.gov/itf/members.htm*.

Helpful Tips N Tricks

Test Outlook Rules before you use them

The **Rules Wizard** is a powerful tool for organizing your messages. You can even use them to reply, forward, or redirect messages to other users. However, before you turn on this type of rule, it is a good idea to make sure it works as you expect. Inadvertently, you do not want to shower your coworkers with joke e-mails.

To test the rule, first configure it with all the criteria that you desire. Rather than having the rule **Forward**, **Reply**, or **Redirect**, set it up to move an incoming email into a test folder. You then can check the test folder to make sure the rule is catching only the items you wish. Once you know it works properly, you can modify the rule and substitute the **Forward**, **Reply**, or **Redirect** actions for your test folder.

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How Are We Doing?

Listed below are our performance measures for the **Customer Satisfaction Survey** that began April 24, 2002. If our performance falls below 😊, we will provide an explanation of the steps being taken to improve our service.

Network Support .... 😊
Desktop support .... 😊
Web/Application support .... 😊
Overall OD/OIT support .... 😊

😊 = available when I need it and/or exceeded service level agreement for call resolution.
😐 = not available when I need it and/or did not meet service level agreement.

Note: Please remember to fill out and submit the **Customer Satisfaction Survey** emailed to you from TASC. Your response is important in assessing the performance of the OIT.

Customer Support Points of Contact

Levels of Escalation:

TASC	(301)594-3278		
CIO-OD & OIT Director ..... David Wiszneauckas		CRM Team Lead	Sue O'Boyle
Chief Technology Officer .. William Kibby		Desktop Team Lead	Marcelo Coelho
IT Policy/ITS Budget .... Angela Murphy		Web & Dev Team Lead	John Deermer
ISSO .... Antoine Jones		Network Team Lead	Minh Chau

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